

**M.A. DEGREE EXAMINATION, APRIL 2020**  
**I Year I Semester**  
**Organisational Behaviour**

**Time : 3 Hours**

**Max.marks :75**

**Section A** ( $10 \times 2 = 20$ ) Marks

Answer any **TEN** questions

1. Narrate the various components of learning.
2. How does personality relate to organizational behaviour?
3. List any two objectives of OB.
4. Distinguish between X theory and Y theory.
5. What do you mean by job enrichment?
6. Write a short note on transformational leadership.
7. Define group dynamics.
8. What is team building?
9. How can you manage conflicts?
10. What is stress?
11. What is negotiation?
12. What is motivating diversity?

**Section B** ( $5 \times 5 = 25$ ) Marks

Answer any **FIVE** questions

13. Discuss the different types of attitude.
14. Discuss the relative importance of financial and non financial incentives in motivation.
15. How does authority differ from power?
16. Suggest some measures to improve group decision-making.
17. Discuss the limitations of organizational development.
18. How do you classify the conflict?
19. How do you managing multi cultural teams?

**Section C** ( $3 \times 10 = 30$ ) Marks**PART - A - Case Study - Compulsory Question**

20. The director of the part-time course hired the services of three fresh and new teachers to handle different subjects. One among them was Mr. Baskaran, who had rural back ground and sound academic record. He was very strict in attendance and evaluation. Within a few days, he became popular among the students. But the late comers found difficulty to manage Mr. Baskaran. Soon they began oral complaints about Mr. Bharat. When it brought nil result, the late comers gave a written complaint. But because of the popularity of the teacher, the director did not take any action. One day the latecomers and their friends boycotted the classes and pressed for immediate solution.

Questions:

1. What is wrong with Mr. Baskaran? (2 Marks)
2. What motivational theory is to be applied? (3 Marks)
3. What remedies do you suggest to director to correct the situation? (5 Marks)

**PART - B**

Answer any **TWO** questions

21. Explain any four organizational models.
22. Explain the different types of group.
23. What is change? Who do individuals resist change? How would you deal with resistance?
24. Write a brief note on international dimensions of organizational behaviour.

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